Reference Guide

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March 25, 2011

Feature Summary

See the explanations and item numbers for the features below by locating the corresponding section numbers:
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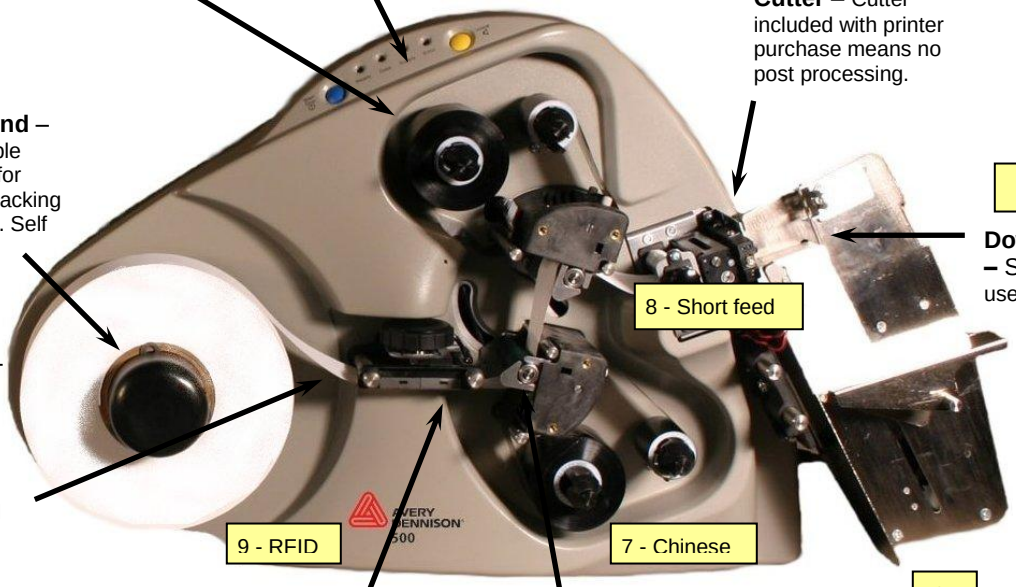

6
Ink Ribbons – Easy loading, easy centering, positive control over unwind and rewind. Means fewer wrinkles and higher quality output.
19, 20, 21 - Remote Panel
Control Panel – Easy buttons and lights. Voice prompts. More information through PCMate.
Barcode Verifier – Option, provides peace of mind by stopping the printer for bad barcodes.
22
Print Width – 2" (51mm).
1
29
Integrated Cutter – Cutter included with printer purchase means no post processing.
24
Down Stacker – Simple, easy to use stacker.
8 - Short feed
Stock Unwind – creates variable back tension for better stock tracking and decurling. Self centering.
Self Centering – Using an easy knob, align the stock for better output and printhead wear.
9 - RFID
7 - Chinese
27
Connectivity – A variety of options available including serial, Ethernet, and USB (option).
13,14,15
Registration Sensors – Senses pre-printed marks or holes in the stock for accurate print placement..
16.17.18
Easily Accessible Printheads – Easier access means printheads can be cleaned more often leading to better print quality and longer life. Easy change means better productivity.
2,3,28
Software – PCMate Platinum is bundled with the printer and provides control and adjustments.

Stand-alone Equipment

4 - Voltage
5 - Power cord

23 - Sonic Knife
25 - Rewinder

26 - Manual
30 - Spare Parts

7 - Chinese model
10 - Installation
11 - Packaging
12 - Decision Matrix

Detailed Printer Feature Review - Printer

1. SNAP 500 – 2” (51mm) print width, care label printer (SNAP 700 is 5”/127mm multimedia). The standard printer includes a cutter and down-stacker.

→Decision	See matrix below for item numbers
Select this option if….	Printing only care label materials, fabrics, less than 2”
Reason not to select . . .	Need to print hang tags, stickers as well Greater than 2”
Upgrade in field?...	No

2. Number of heads – 1/1 is a two-headed machine with a head for each side. Only option available.

3. 305 dpi – 305 dots for every inch of printhead. This is the only option available.

4. Voltage – 115/230V – The printer can handle either voltage. You have to tell the factory which one to install

5. Power cord – is determined by the voltage selected. 115V models will get a US power cord. 230V models get no power cord. Chinese models get a Chinese power cord.

6. Ink Arbors – The SNAP 500 slots to center the ink ribbon. There are different configurations for inch and metric. You must select the correct item number.

→Decision	Ink ribbon core in inches
Select this option if….	Buying ink ribbon cores in inches
Reason not to select . . .	Buying ink ribbon cores in mms
Upgrade in field?...	No

7. Chinese model – any item number with “CHN” will have a Chinese power cord and documentation in Chinese. Order these models for shipment to Chinese factories.

→Decision	Chinese Model
Select this option if….	Installing machine in China
Reason not to select . . .	Not installing in China
Upgrade in field?...	No

8. Short feed option – a special part that allows the printer to cut shorter labels.

   - Standard machine – Minimum is 1-1/6” or 27mm
   - Short feed option – Minimum is 5/8” or 16mm.

→Decision	Short feed option
Select this option if….	Need to print tags or labels less than 1-1/6” or 27mm
Reason not to select . . .	Expensive, unnecessary if not doing short labels
Upgrade in field?...	Yes, adds expense – Item # 05620049

9. RFID – Not available on SNAP 500 printer.

10. Installation – Installation charges and policies vary globally. In the US, installation is quoted by field service. Contact your local office to determine the installation charges and policies.

11. Special Packing – If your customer requires special packing requirements, you must specify those at the time of your order. There may be an expense to this special packaging request. Use the item number 05SPECIALPACK for getting those requests quoted.

Printer Item # Decision Matrix

12. Decision Matrix - Select the item number for the appropriate requirements.

Note: The "-x" at the end of any item number is the release number. As features are added to the standard printer model, a new item number is required. Sayre handles this requirement by using the same item number and appending "-1", or "-2" etc. Always check the on-line configuration tool for the latest item number before placing your order.

Item #	SNAP 500	305 dpi	Ink core in inches	Ink core in mms	Heads -1/1	Chinese	Short feed
05580001DS	✔	✔	✔		✔		
05580002DS	✔	✔		✔	✔		
05580003DS-CHN	✔	✔		✔	✔	✔	
055800053-x	✔	✔	✔		✔		✔
055800054-x	✔	✔		✔	✔		✔
055800055CHN-x	✔	✔		✔	✔	✔	✔

Connectivity

The SNAP 500 comes with a serial port for connecting to the PC. Other options are available for connecting to the PC.

13. USB – Most PCs do not have serial ports but do have USB ports. Although the printer has a USB port, it is not available for downloading data.

→Decision	USB Option
Select this option if….	Need to download data to the printer using USB, no serial port available on the PC.
Reason not to select . . .	Using some other method, either serial or Ethernet. Adds expense if selected and not used.
Upgrade in field?...	Yes

14. USB Board –This is a PC board which plugs into the motherboard of the printer and accepts the USB cable from the PC.

→Decision	05580033 - USB Board Option
Select this option if….	Faster download speeds.
Reason not to select . . .	The USB to serial converter is much less expensive. It operates at 115kBytes which is fast enough for most tag and care label applications. Do not need USB communications.
Upgrade in field?...	Yes – requires service to install.

USB to serial adapter – Item # 05581173 This plugs into the PC and converts the cable to a serial plug which can then connect to the printer. This adapter comes with software to redirect a COM port to USB so PCMate can find it.

→Decision	05581173 – USB to Serial Adapter
Select this option if….	Want a less expensive USB option.
Reason not to select . . .	No not need USB communications.
Upgrade in field?...	Yes – same item number. Requires a driver to be installed on the PC.

15. Ethernet –This option allows the printer to connect the factory networks. The Ethernet port on the motherboard of the printer is not available.

→Decision	05591105 – Ethernet Board Option
Select this option if….	Require Ethernet connectivity
Reason not to select . . .	Using serial or USB ports to drive the printer
Upgrade in field?...	Yes

Sensors

The SNAP 500 comes with the following sensors standard:

- Top reflective – detects a high-contrast (black on white) mark or logo on the top of the stock

This sensor is center only. Most care label applications are blank tape and require no sensemark.

Specification: The pre-printed sensemark needs to have a minimum size of 0.33" (8.4mm) x 0.125" (3.2mm) with a minimum of 0.4" (10mm) white space prior to the mark.

Other sensor options are available:

16. Top Contrast – This allows for the printer to sense marks with less contrast that black on white.

→Decision	***05580011 – Top Contrast Sensor***
Select this option if….	Need sensing on lighter sense marks
Reason not to select . . .	Using a hole, slot, or black on white sensemark. This adds expense.
Upgrade in field?...	Yes - 05580011

17. Top Multi-Color Contrast – This allows for the printer to sense marks with colors, usually for care label applications with less contrast that black on white

→Decision	***05580009 – Top Multi-Color Contrast Sensor***
Select this option if….	Need sensing on colors
Reason not to select . . .	Using a hole, slot, or black on white sensemark. This adds expense.
Upgrade in field?...	Yes - 05580009

18. Back Reflective – This allows for the printer to sense marks with colors, usually for care label applications with less contrast that black on white

→Decision	***05580010 – Back Reflective Sensor***
Select this option if….	Need sensing marks on the back of the tape
Reason not to select . . .	No sensemark requirements
Upgrade in field?...	Yes - 05580009

Remote Panel

The SNAP 500 has a very simple printer control panel on the machine. It consists of 2 buttons and 4 indicator lights. More complicated adjustments and information about the printer are available on the "Virtual Control Panel." This panel appears when the printer is connected to PCMate.

Other adjustments will be available through the Ethernet port when the printer web server is introduced. This feature is not available as of November 16, 2010.

If your customer is not using PCMate but wants to make adjustments to the printer, then recommend the "Remote Control Module." This module consists of a panel that plugs into the printer and internal cabling to attach the plug to the motherboard. This cable is not standard because it adds unnecessary cost.

Your customer should only require 1 panel for a print room and one cable for each printer.

19. Remote Panel – Factory installed panel and harness

→Decision	***05580026 – Remote Panel and Harness***
Select this option if….	Need both the panel and the option for a single printer in a print room.
Reason not to select . . .	Using PCMate and the Virtual Control Panel
Upgrade in field?...	Yes – same item number

20. Remote Panel – Panel only – Item # 05580022

→Decision	***05580022 – Remote Panel only***
Select this option if….	Already have the internal cable but only want the panel
Reason not to select . . .	Using PCMate and the Virtual Control Panel
Upgrade in field?...	Yes – same item number

21. Remote Panel – Internal cable, factory install

→Decision	***05580019F – Remote Panel Harness only***
Select this option if….	Already have a panel and only want the harness.
Reason not to select . . .	Using PCMate and the Virtual Control Panel
Upgrade in field?...	Yes – 05580019K, same as 05580019F but includes documentation. Requires service to install harness.

Verifier

The SNAP 500 produces barcodes. Usually there is not problem with producing a barcode because the printer will not print a barcode unless it is correct. Problems can occur if:

- Dot out on a printhead – the printer is not able to create the correct width bars. The printer does not have a way to detect this condition.
- Ink or ribbon wrinkle – if the ribbon is wrinkling such that large gaps appear in the barcode, then the barcode will not scan properly.
- Bad stock or ink – If the stock is dirty or dusty or the ribbon has a transfer problem, the barcode may not print correctly
- Contrast adjustment – if the contrast on the printer is too low or too high, then the barcode may not print correctly

Proper maintenance and cleaning of the printer and printhead can avoid most of the issues listed above.

Bad barcodes can lead to chargebacks. Many print room supervisors want the peace of mind of knowing that every barcode has been scanned.

Most care label applications do not require barcodes so no barcode verifier is required.

22. Barcode Verifier – The barcode verifier option includes a verifier device, mounting bracket and internal connector cable. These items are not on the standard printer because of cost.

→Decision	***05580015 – Barcode Verifier***
Select this option if….	Wanting the peace of mind of scanning every barcode.
Reason not to select . . .	Not printing barcodes Using some other method of assuring barcode quality. Extra expense
Upgrade in field?...	Yes – Item # 05580015

Stand-alone Equipment – Sonic Knife

The SNAP 500 prints woven edge tape. This tape will fray if cut with the standard knife on the printer and the ends are not sewn in. To prevent this fraying, the printer must cut with a sonic knife option.

23. Sonic Knife Option –includes a 1.5” (38mm) turn roller

→Decision	05700070 (115V) 05700075 (230V) – Sonic Knife
Select this option if….	Want to print woven edge tape that will not have both ends sewn in along with hang tags and stickers. Want to print other material >2” (51mm)
Reason not to select . . .	Only printing woven edge tape, select the SNAP 500 instead.
Upgrade in field?...	Yes – same item. Service required to install the harness and set up the sonic knife.

Note: The stacker on the SNAP 500 fits on the sonic knife. There is no need to order another stacker.

Other Printer Options

24. 8” (203mm) Label Stacker Platform – The SNAP 500 comes with a 5” (127mm) label stacker platform. This option allows the stacker to handle longer tags, stickers, or care labels.

→Decision	05588040 – Extended Platform Assembly
Select this option if….	Need to stack labels 5” – 8”
Reason not to select . . .	Extra expense. Not printing longer than 5”
Upgrade in field?...	Yes – same item number.

Other Equipment

25. Rewinder

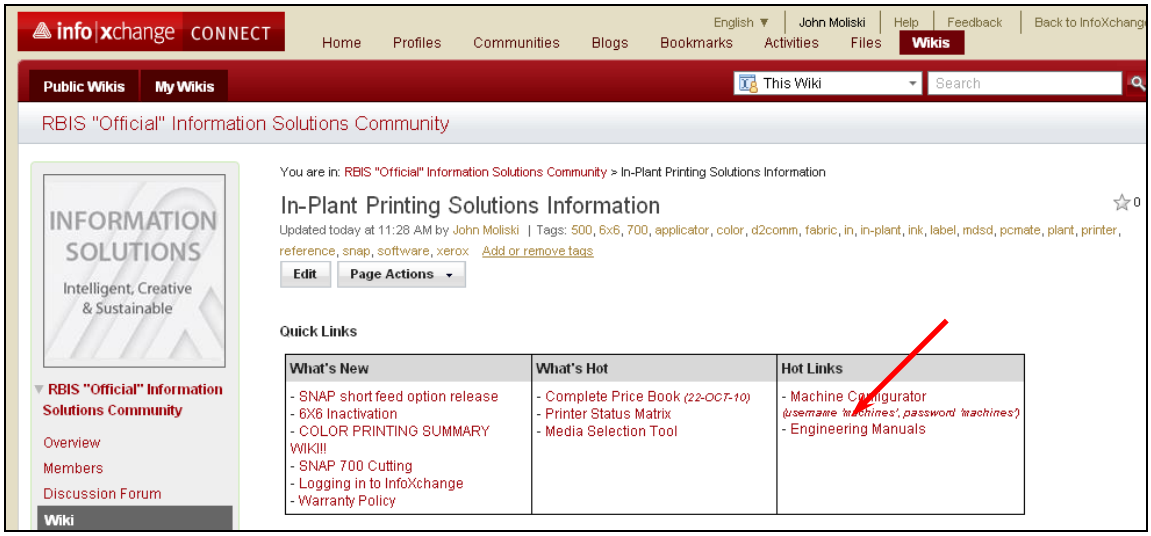
→Decision	05110040K – CAT-2 Rewinder
Select this option if….	Want to rewind care label stock and not cut into single, finished output.
Reason not to select . . .	Extra expense.
Upgrade in field?...	Yes – this can be changed by the operator so no installation is required. The operator either disables the knife in the format or the Virtual Control Panel.

Documentation

26. Manual - The printer comes with PCMate software on a CD. Documentation is available on-line for download at no charge. This is because:

- Adding a paper manual to each printer wastes paper for customer ordering multiple printers and only want 1 manual.
- Shipping expense is saved with less weight.
- The latest, most up-to-date manual is always available on line.

The manuals are available from:



- Go to the InfoXchange In-Plant Printing wiki,
- Click on “Engineering Manuals”
- Then click on “Manuals”
- Next, click on “500 SNAP”
- Place your cursor over the file you want, right click and select “Copy to…” or “Save as…”
- Enter the location on your PC.

Note: If you want a CD with the manual on it, the order Item # 05621389

27. PCMate – the tag and label printing software is also available on-line

Replacement Items

28. Printhead Assembly and Cleaning Kits
    - 05581102 Printhead assembly for 500
    - 05921341 Printhead Cleaning Kit: 1 bottle alcohol, 3 alcohol pads, 5 cotton swabs, 1 velcro pad
    - 05921341K Starter Printhead Cleaning Kit: Static Wrist Strap, 2 Anti-Static Gloves, 1 bottle alcohol, 3 alcohol pads, 5 cotton swabs, 1 velcro pad

29. Replacement Knife
    - 05580030 Replacement rotary knife module, for 500

30. Spare Parts Kit
    - 05580030 Spare parts kit

Check out

To ensure that the printer will work when installed in the customer's factory, the SNAP 500 should be checked out using the same conditions as the factory.

Ensure that you inform the factory how to check out the printer system you have ordered using the correct check boxes on the order form.

CHECK OUT INFORMATION - for SNAP 500 selected above:

- ☐ See order notes for other check out instruction and or supplies
- ☐ Synchronize this shipment with supplies order
- ☐ Check out with Verifier
- ☐ Check out with Remote Panel
- ☐ Check out with Sonic Knife
- ☐ Check Out with SS Finisher

Special Configurations

Some locations want special SNAP 500 configurations for various reasons.

These are generally not readily available. Please contact customer service or program support if you want to order one of these models.

Item Number	SNAP 500	305 dpi	Heads -1/1	Ink core in inches	Ink core in mms	Chinese	Knife	Down stacker	Additional Notes
05580001-x	✔	✔		✔			✔	**No**	
05580002-x	✔	✔	✔		✔		✔	**No**	
05580052DS-CHN-x	✔	✔	✔		✔	✔	✔	✔	Adidas machine version
05580051DS-x	✔	✔					✔	✔	Adidas machine version

In addition to the Base SNAP 500, the adidas machine version has the following features:

- Top sensor option (only SNAP 500 with this feature)
- Short feed option

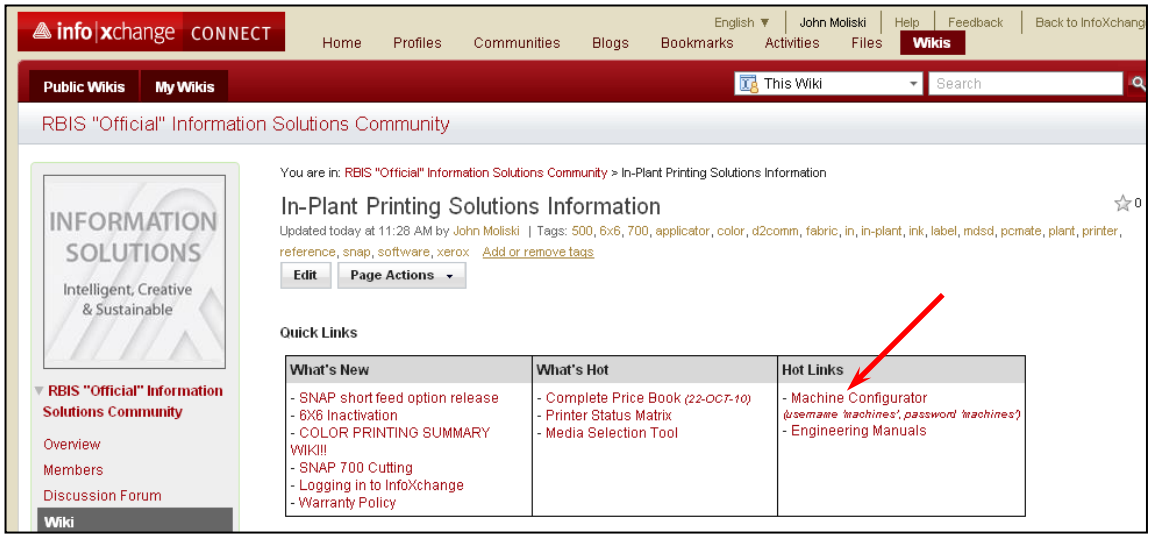
Appendix A – On-Line Configuration and Quoting

On-Line Configuration

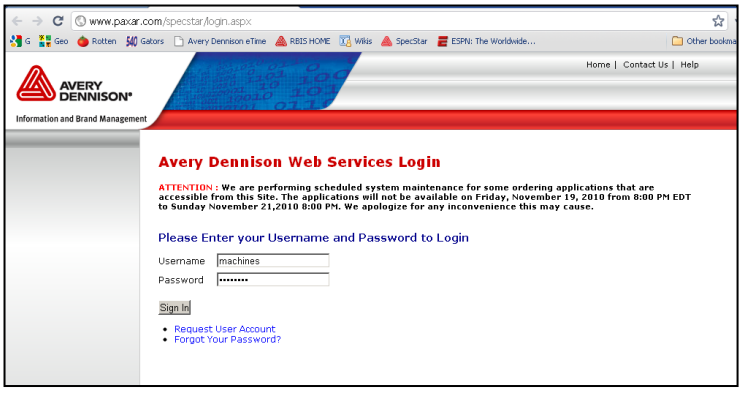
Before placing an order for a machine, you have to determine the correct configuration and item numbers. This manual has gone through all the options and has supplied item numbers. In order to ensure you have the latest item numbers, use the on-line configuration tool.

Go to **InfoXchange**, **In-Plant printing Solutions Information wiki**.

Click on the “Machine Configurator” under “Hot Links”



Enter username “machines” and then “machines” for the password.


AVERY DENNISON
Information and Brand Management
Home | Contact Us | Help
Avery Dennison Web Services Login
ATTENTION : We are performing scheduled system maintenance for some ordering applications that are accessible from this Site. The applications will not be available on Friday, November 19, 2010 from 8:00 PM EDT to Sunday November 21,2010 8:00 PM. We apologize for any inconvenience this may cause.
Please Enter your Username and Password to Login
Username
machines
Password
Sign In
Request User Account
Forgot Your Password?

Finally, click on “500 SNAP”

RFQ – Request for Quote

To ensure that you are getting the machine and options you want, we request you fill out a Request for Quote. This quote form is similar to the configuration page discussed above.

This requires a username and password. Contact Eric Kinsman – Eric.Kinsman@averydennison.com , copy Jeff Deery Jeff.Deery@averydennison.com and Joel Alexander Joel.alexander@averydennison.com for your log-in information.

For more information on how to use the RFQ tool,
please go to the *InfoXchange In-Plant Printing Solutions wiki*
Under "**Collateral Links**", click on "How To"
Click on "**How to Quote a Machine OnLine** "

Reference Sheet
In-Plant Printing Solutions' Web Site
How to Generate a "Request for Quote" for a Printer Online
In-Plant Printing Solutions provides a tool to help you select the right item numbers for your customer and expedite machine quotes. This tool generates an RFQ (Request for Quote) based on your input. Customer Service processes these quotes for you. You can then place orders using this tool. Please remember to follow up all orders with a PO from your customer.

Appendix B – Printer Specifications

Mounting: Bench top
Label Size
- Width, minimum - 0.5” (12.7mm)
- Width maximum - 2.25” (57mm)
- Length, minimum w/ rotary knife
    - 0.625” (16mm) short feed option must be installed
    - 1.063” (27mm) up to 6”/sec
    - 1.2” (30.5mm) - 7” / sec
- Length, maximum, no stack - 14” (355.6mm)
- Stacking
    - Max. 2.25” (57mm) x 5” (127mm)

  with standard down-stacker
    - Max. 8” (203 mm) w/ optional long tray
    - Max. width to length ratio is 1:5

Core: Stock: 3” (76mm) Ink: 1.125” (29mm)
Max O.D. : Roll: 11.5” (290mm), Ink 3.5” (89mm)
Print Area
- Max: 2.0” (51mm) x 13.875” (352 mm) - no cut

Print Head: 305 dpi (12 dots per mm)
Print Speeds (/sec): 3” (76mm), 4.5” (114.3mm), 6” (154.2mm), and 7” (177.8mm)
Registration Sensing
- Preprinted sensemark, center of web, min. size 0.33” (8.4mm) x 0.125” (3.2mm) with a min. 0.4” (10mm) white space prior to the mark

Barcodes
- UPCA, UPCE, Code 39, Code 128, Code 128EDI, Code 93, EAN8, EAN13, Interleaved 2 of 5, Sears Code 39, Datamatrix

Fonts: True Type - English, Cyrillic, Asian
Interface
- PCL (null modem serial with DB9)
- USB (requires optional USB/Serial adapter)
- Ethernet (requires optional Ethernet board)

Electrical
- 90-132/180-265 VAC (switch selectable)
- 50-60Hz 10/6 Amp 1 phase

Dimensions (inc. stacker): 18.5” (470mm) high x 25” (635mm) wide x 20” (508mm) deep
Weight: 45 lb (20.5 kg) Crated: 65 lb (30 kg)

Temperature: 41°F (5°C) to 104°F (40°C)

Humidity: 5% to 90% non-condensing

Drivers
- PCMate Platinum (includes printer control panel)
- PCL control language
- Windows driver